



## Position Summary

**Position Title:** Program Manager

**Reports to:** Program Director

**Revision Date:** June 2025

### Summary:

The Program Manager works within the context of Quest CHC's interdisciplinary team model and the Centre's Mission, Vision and Strategic Directions, to provide leadership in planning, implementing, and evaluating responsive primary health care.

The position manages Quest CHC programs, providing support, coordination and supervision for an interdisciplinary staff team in a comprehensive, collaborative manner with an emphasis on health promotion, education and community capacity building.

Reporting to the Program Director, the Program Manager represents and promotes the Centre by participating in various community activities and contributes to the overall management of the Community Health Centre.

### Responsibilities:

1. Ensure that the philosophy and strategic directions of the CHC are integrated into the development, and implementation of programs.
2. Actively promote and participate in community planning and initiatives and make recommendations and implement programming to maximize service responsiveness.
3. Participate in recruiting, building and maintaining unified, high performing interdisciplinary teams.
4. Ensure adequate program coverage through effective scheduling, and that program planning and budgeting reflect available resources. Oversee performance and absence management using a web-based system and ensuring timely and constructive feedback and input to performance reviews.
5. Develop and coordinate program evaluations to ensure new and existing programs meet client needs, incorporate best practices as well as address contractual commitments and budget requirements.
6. Develop as well as assist staff in developing funding proposals. Coordinate submission of proposals including appropriate approvals. Maintain awareness of funding opportunities as well as Centre/Ministry/funders' requirements.

7. Maintain appropriate communications within and between various departments and programs within the Centre and participate on various internal committees.
8. Oversee the implementation of mandatory training requirements as per Ministry compliance or CHC requirements. Manage employee training activities such as planning, approval, budgeting for internal and external training events.
9. Provide leadership and support with client feedback including meeting with the client and follow up.
10. Collaborate with the Leadership Team to ensure consistent communication across all program areas and points of service about policies, planning, evaluation and achievements.
11. Monitor and ensure outcome measures are met as per the requirements of various funders. This involves collaborative discussions with team members on how data informs strategic outcomes along with accurate and prompt reporting to funders.
12. Contribute to building, promoting and maintaining strong partnerships with other Community Health Centres and organizations (e.g. Public Health, Hospitals).
13. Contribute to the development and implementation of the Centre's Strategic Plan and objectives as well as centre policies and procedures.
14. Attend and participate in staff meetings, special projects and other duties as assigned.
15. Meet organizational quality and quantity of work standards. Comply with applicable policies, regulations, and legislation and identify areas of non-compliance while promoting the Mission, Vision, Values and philosophy of service developed by Quest CHC.
16. Maintain and develop personal professional competence through continuing education.
17. Contribute to Quest CHC health and safety by participating in the Joint Health Safety Committee (JHSC) as well as ensuring the centre complies with all health and safety processes and initiatives to ensure the organization remains a safe workplace.
18. Actively participate in the planning and execution of the Centre's community activities including BBQ's, fundraising events and healthcare awareness events.

## **Qualifications**

### **Education**

- Masters' Degree in Social Work, Public Health or Nursing

### **Experience**

- 2 years experience in the development and management of programs in a primary health care environment and/or working with inter-disciplinary teams.
- Experience writing funding proposals and grant applications in the public sector.

### Knowledge

- Knowledge of local community resources and referral processes
- Familiar with Community Health Centre Model of Care
- Awareness of and sensitivity to community health issues
- Broad knowledge in the areas of primary health care, health promotion and community capacity building

### Skills and Abilities

- Ability to work with diverse individuals and groups on complex community issues.
- Self-directed with capacity to lead an interdisciplinary team.
- Ability to support the team in providing compassionate, respectful, non-judgmental, anti-oppressive and culturally competent care to priority populations using a trauma informed lens.
- Ability to function independently in crisis situations and decide what presenting issues are a priority.
- Ability to effectively manage disruptive behaviour and de-escalation.
- Ability to plan and organize assigned duties.
- Ability to maintain a professional and positive image.
- Ability to readily modify, respond to and integrate change.
- Strong interpersonal skills to work with diverse teams and members of the community and staff.
- Adaptability to and capacity to handle multiple competing priorities.
- Ability to communicate information effectively at individual and group levels through a variety of means including meetings, reports, letters and presentations.
- Effective listening, observation, and facilitation skills to assess a situation and respond appropriately.
- Ability to establish positive working relationships with other community-based agencies.
- Proficiency in the use of computer software such as Microsoft Word and Excel and electronic medical records.

### Conditions of Employment

- Valid Ontario Drivers' License, access to a reliable vehicle and a Police Reference Check are required.
- Current Certification or willingness to become certified in Non Violent Crisis Intervention (NVCi)
- Maintain confidentiality in compliance with the Personal Health Information Protection Act (PHIPA), Freedom of Information and Protection of Privacy Act (FIPPA) and Personal Information Protection and Electronics Document Act (PIPEDA).

### Physical Demands

The position requires fine motor movements and gripping, handling and/or lifting 10-25 pounds. It also requires sufficient mobility to allow sitting, standing and twisting to reach clients and equipment. The position also requires far and near vision, depth, spatial and form perception, feeling, reading, writing.

Speech and listening are critical aspects of the role to effectively communicate with clients for education, instructions, and general rapport to relieve anxiety.

Working Conditions

The duties of this position are performed both inside and outside the health care centre including satellite locations and points of service. Work settings include multiple community locations such as hospitals, homes, shelters and drop in centres where the potential for dangerous situations to occur is higher than in an office setting.

The candidate must be able to work varying work schedules, including evenings. Flexibility is required, as hours may vary occasionally to accommodate organizational events, staff training, and meetings.

The above description reflects the general details considered necessary to describe the principal functions and duties as required for the job and shall not be construed as a detailed description or task list of all the work requirements that may be inherent in the job.

*We are committed to workplace equity and diversity, and encourage submissions from equity-seeking groups who identify based on ability, cultural background, race, sexual orientation and/or gender.*

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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Employee Initials